

Microsoft Unified Support:

SITSD is exploring the option of moving from a Microsoft Premier agreement to a Unified contract that would cover all Executive Branch agencies and any other agencies, such as Judicial, that want to participate.

Following is a summary for the value add/proposition associated with the State of Montana purchasing a single Unified Support contract for multiple agencies.

Unified Support value proposition for the State of Montana

<i>Economy of scale</i>	A statewide contract significantly reduces the cost for support through economy of scale by more than 70%. Additional discounts are realized by utilizing Enterprise agreement 24x7 incidents to buy down the contract.
<i>24x7 reactive support</i>	The state will be able to open cases as needed for issues large and small. This should increase time to resolution and address persisting issues with Microsoft Products.
<i>Performance support</i>	The state will be on Microsoft's top tier of Unified Support. This includes shorter SLA's, higher tiered support, and preferential case management in the queue above lower level tiered customers.
<i>Proactive case support</i>	Technicians can open cases as needed to help them address technical deficiencies in for specific Microsoft products and features they need more information on. This can save countless hours in research and searching technicians must do.
<i>Microsoft Proactive assessments</i>	Access to 30+ on demand assessments for Microsoft's most common products used. This includes AD, Server, Windows, SCCM, SCOM, etc. These engagements previously cost north of \$10K a piece.
<i>Online training</i>	State IT staff will have access to online training content that is continually updated with the latest workshops, WorkshopPlus, and web cast materials. They will also have access to portals to create and track training plans with access to course content, recorded trainings, and online labs.
<i>ServicesHub</i>	Users will access Microsoft's Unified Support portal to create cases, review cases, get product updates, access training, access risk assessments, and view contract details.
<i>Access to additional paid add-on services</i>	Several training opportunities and Microsoft specific engagements were only available to customers with a Premier or Unified contract. All included state agencies can now take advantage of these engagements through the statewide contract. Additional cost will apply.
<i>Microsoft Support escalation/management</i>	Users will have access to the Microsoft Technical Account Manager to help customers with general Microsoft questions, navigating the Microsoft ecosystem, escalate cases, lobby on behalf of the customer, and manage other support needs.

Find pricing and services details at the following site: <https://mtgov.sharepoint.com/sites/ent-sitsd/NMG/ITPro/SitePages/Microsoft%20Unified%20Support.aspx>.

There are multiple agencies that currently have a Premier contract that would be replaced with Unified support as indicated in the pricing information. This is time sensitive as the current contracts expire before the start of FY20, which only gives the state a month to decide if we can make the move to Unified Support in FY20.

We invite you to comment by sending an email to CIOSupportStaff@mt.gov.

The state's Technical Account Manager is also available to answer questions. You can reach him at:

Donald Scott

SR Technical Account Manager (TAM)

donscott@microsoft.com

Office: +1 (425) 7067968

Mobile: +1 (210) 8492196